🖸 Total 📋 Exchange 🔲 Wire Center

Co	ompany Name:	Sierra Telephone					U#:	1016-C		F	Report Year	·: .	2016	
Reporting Unit Type:							Reporting (Jnit Name:		Total Compa	any			
Measurement (Compile monthly, file guarterly)				Date filed (05/15/16) 1st Quarter			Date filed (08/15/16)		Date filed (12/16/16)			Date filed (02/15/17) 4th Quarter		
			Jan	Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	Nov	Dec
		Total # of business days	192.33		110.27	147.52	149.75	148.70	60.20	57.73	69.95	67.35	77.42	69.65
	allation Interval	Total # of service orders	198	79	82	107	120	105	71	111	104	109	124	91
win.	standard = 5 bus. days	Avg. # of business days	0.97	1.07	1.34	1.38	1.25	1.42	0.85	0.52	0.67	0.62	0.62	0.77
		Total # of installation commitments	281	148	176	197	219	222	157	221	210	202	201	167
	allation Commitment	Total # of installation commitment met	281	148	176	193	217	218	155	219	210	199	198	167
	standard = 95% commitment	Total # of installation commitment missed	0			4	2	4	2	2	0	3	3	0
met		% of commitment met	100	100	100	97.97	99.09	98.20	98.73	99.10	100	98.51	98.51	100.00
Cus	tomers	Acct # for voice or bundle, res+bus								14427	14394	14348	14328	14313
Cus	tomer Trouble Report													
	COV (Caran 400 washing lines for	Total # of working lines	17584	17446	17389	17327	17258	17172	17141	17040	16903	16843	16851	16697
	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports	166	105	159	131	172	141	140	128	99	203	115	132
Standard	units w/ 3,000 lines)	% of trouble reports	0.94404004	0.60185716	0.91437115	0.76	1.00	0.82	0.82	0.75	0.59	1.21	0.68	0.79
ğ		Total # of working lines												
îtai		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ 1.000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	44			27	21	12	40	52	24	59	30	19
۵di	isted	Total # of repair tickets restored in < 24hrs	44			27	20	12	39	51	22	59	30	19
	of Service Report	% of repair tickets restored 24 Hours	100	100	96	100	95.24	100	97.50	98.08	91.67	100	100	100
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	216:03	119:19	-	172:54	129:40	72:43	273:39	301.16	260:21	330:24	190:32	90:08
	Standard = 3070 within 24 m3	Avg. outage duration (hh:mm)	4:54	7:57	5:46	6:24	6:10	6:03	6:50	5:47	10:50	5:36	6:21	4:44
		Indicate if catastrophic event is in month								No	No	No	No	No
		Total # of unadjusted outage report tickets								77	44	143	64	61
	djusted	Total # of all repair tickets restored in < 24hrs								68	37	131	51	55
Out	of Service Report	% of repair tickets restored 24 Hours								88.31	84.09	91.61	79.69	90.16
		Sum of the duration of all outages (hh:mm)								870:44	595:04	1249:24	1108:07	1933:46
		Avg. unadjusted outage duration (hh:mm)				_				5:47	13:31	8:44	17:18	31:42
Refu	inds	Number of customers who received refunds	0	•	0	0	0	0	0	•	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
Ansv	ver Time (Trouble Reports "TR", Billing		5500	0050	5500	4400	5005	4770	40.10	5540	40.40	5040	5440	5007
	n-Billing) Min. standard = 80% of calls	Total # of calls for TR, Billing & Non-Billing	5526			4493	5335	4772	4310		4846	5216	5413	5237
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	442080	484720	447920	359440	426800	381760	344800	415122	437954	365343	376484	1257978
optio	n to reach live agent)	% 60 seconds	95.09	91.26	95.57	95.75	89.28	96.07	92.61	79.80	78.32	85.87	80.47	71.66

Primary Utility Contact Information

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors) Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Total 🔲 Exchange 💽 Wire Center

Sierra Telephone

U#:

Report Year:

2016

Company Name: Reporting Unit Type:

Reporting Unit Name:

1016-C

Oakhurst (Host)

	Measurement (Com	Measurement (Compile monthly, file quarterly)		Date filed (05/15/16) 1st Quarter			Date filed (08/15/16)			Date filed (12/16/16)		Date filed (02/15/17)		
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
-		Total # of business days	78.65	43.83	66.39	87.84	83.13	95.25	43.92	33.27	47.47	35	44.63	39.17
	allation Interval	Total # of service orders	78	35	49	66	63	60	30		59	52	64	51
Min.	standard = 5 bus. days	Avg. # of business days	1.01	1.25	1.35	1.33	1.32	1.59	1.46	0.55	0.80	0.68	0.70	0.77
		Total # of installation commitments	106	63	87	101	109	111	70	106	112	94	96	80
	allation Commitment	Total # of installation commitment met	106	63	87	98	109	109	68	104	112	94	93	80
	standard = 95% commitment	Total # of installation commitment missed	0	0	0	3	0	2	2	2	0	0	3	0
met		% of commitment met	100	100	100	97.03	100	98.20	97.14	98.11	100	100.0	96.88	100.0
Cust	tomers	Acct # for voice or bundle, res+bus								7038	7028	6995	6989	6987
	tomer Trouble Report													
	· ·	Total # of working lines	8927	8856	8836	8796	8751	8703	8685	8666	8645	8632	8623	8580
	6% (6 per 100 working lines for	Total # of trouble reports	72	39	77	61	59	63	52	64	42	108	53	59
Ird	units w/ 3,000 lines)	% of trouble reports	0.81	0.44	0.87	0.69	0.67	0.72	0.60	0.74	0.49	1.25	0.61	0.69
pr	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines						-						
Standard		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
-		Total # of trouble reports												
		% of trouble reports												
	•	Total # of outage report tickets	14	6	15	9	8	5	14	25	18	35	14	11
Adju	isted	Total # of repair tickets restored in < 24hrs	14	6	14	9	8	5	14	24	16	35	14	11
	of Service Report	% of repair tickets restored 24 Hours	100	100	93.33	100	100	100	100	96	88.89	100	100	100
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	48:55	71:20	98:10	45:54	50:02	30:50	97:02	110:32	246:52	198:54	66:08	42:06
IVIII I.	standard = 90% within 24 his	Avg. outage duration (hh:mm)	3:29	11:53	6:32	5:06	6:15	6:10	6:55	4:25	13:42	5:40	4:43	3:49
		Indicate if catastrophic event is in month								No	No	No	No	No
		Total # of unadjusted outage report tickets								36	26	79	31	32
Una	djusted	Total # of all repair tickets restored in < 24hrs								32	21	72	24	30
Out	of Service Report	% of repair tickets restored 24 Hours								88.89	80.77	91.14	77.42	93.75
		Sum of the duration of all outages (hh:mm)								323:15	423:28	753:19	703:10	1578:14
		Avg. unadjusted outage duration (hh:mm)								8:58	16:17	9:32	22:40	49:19
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	C
Keit	inus	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	C
	rer Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	Billing) Min. standard = 80% of calls 60 ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% 60 seconds												
to reach live agent)														

Primary Utility Contact Information

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Total Company xchange 2 Wire Center

Company Name: Sierra Telephone			-			U#:	1016-C			Report Yea	r:	2016	
Reporting Unit Type:						Reporting	Unit Name:		YMLP				
			Date filed		Date filed			Date filed	Date filed				
Measurement (Con	npile monthly, file quarterly)		(05/15/16)		(08/15/16)			(12/16/16)	(02/15/17)				
Measurement (Con	iplie montiny, me quarterly)		1st Quarter			2nd Quarte	r		3rd Quarter	•		4th Quarter	17) rter
			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Installation Interval	Total # of business days	11.86	6.08	17.52	12.63	9.18	20.02	0.31	8.00	7.85	11.57	4.20	
	Total # of service orders	9	3	9	9	6	13	4	14	8	12	14	
Min. standard = 5 bus. days	Avg. # of business days	1.32	2.03	1.95	1.40	1.53	1.54	0.08	0.57	0.98	0.96	0.30	
hand all a time. On monthly and	Total # of installation commitments	14	8	15	9 9 6 13 4 14	14	19	18	_				
Vin. standard = 5 bus. days nstallation Commitment Vin. standard = 95% commitment	Total # of installation commitment met	14	8	15	13	15	26	12	22	14	19	18	
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0	0	0	
met	% of commitment met	100	100	100	100	100	96.30	100	100	100	100	100	_
Customers	Acct # for voice or bundle, res+bus								1247	1241	1234	1239	
													_

Min standard – 5 bus days		Total # of business days	11.86	6.08	17.52	12.63	9.18	20.02	0.31	8.00	7.85	11.57	4.20	7.93
		Total # of service orders	9	3	9	9	6	13	4	14	8	12	14	8
IVIII I.	standard = 5 bus. days	Avg. # of business days	1.32	2.03	1.95	1.40	1.53	1.54	0.08	0.57	0.98	0.96	0.30	0.99
Installation Commitment		Total # of installation commitments	14	8	15	13	15	27	12	22	14	19	18	11
	standard = 95% commitment	Total # of installation commitment met	14	8	15	13	15	26	12	22	14	19	18	11
met	standard = 95% commitment	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0	0	0	0
met		% of commitment met	100	100	100	100	100	96.30	100	100	100	100	100	100
Customers		Acct # for voice or bundle, res+bus								1247	1241	1234	1239	1232
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
_	units w/ 3,000 lines)	Total # of trouble reports												
ard	units w/ 3;000 lines)	% of trouble reports												
Standard		Total # of working lines	1382	1363	1352	1337	1332	1328	1321	1313	1307	1306	1300	1295
tai	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	21	11	13	9	15	17	15	10	13	12	3	10
		% of trouble reports	1.52	0.81	0.96	0.67	1.13	1.28	1.14	0.76	0.99	0.92	0.23	0.77
Min.	10% (10 per 100 working lines	Total # of working lines												
-	for units w/ 1,000 lines)	Total # of trouble reports												
	for units w/ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	6	2	2	5	2	3	9	8	3	2	0	0
Adju	stod	Total # of repair tickets restored in < 24hrs	6	2	2	5	2	3	9	8	3	2	0	0
	of Service Report	% of repair tickets restored 24 Hours	100	100	100	100	100	100	100	100	100	100	100	100
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	9:33	3:57	1:22	29:25	1:58	14:06	47:23	17:00	4:11	5:40	0:00	0:00
IVIII I.	standard = 90 % within 24 ms	Avg. outage duration (hh:mm)	1:35	1:58	:41	5:53	00:59	4:42	5:15	2:07	1:23	2:50	0:00	0:00
		Indicate if catastrophic event is in month								No	No	No	No	No
		Total # of unadjusted outage report tickets								9	4	5	2	2
Una	djusted	Total # of all repair tickets restored in \leq 24hrs								8	3	5	1	1
Out	of Service Report	% of repair tickets restored 24 Hours								88.89	75.00	100.00	50.00	50.00
		Sum of the duration of all outages (hh:mm)								205:45	78:13	14:25	26:02	71:45
		Avg. unadjusted outage duration (hh:mm)								22:51	19:33	2:53	13:01	35:52
Pofu	246	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Refunds		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	illing) Min. standard = 80% of calls 60 ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% 60 seconds												
to reach the agenty														

Primary Utility Contact Information

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

Dec

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Total C Exchange 🔽 Wire Center

U#: 1016-C

Report Year:

Oct

0.00

0.00

2

4

4

0

100

499

568

0.70

4

2

2

100

16:19

8:09

No

3

3

100.00

16:57

5:39

0

0

2016

Date filed

(02/15/17)

4th Quarter

Nov

0.08

0.03

3

4

4

0

100

486

560

0.36

2

1

1

100

3:14

3:14

No

1

1

100

3:14

3:14

0

0

Dec

1.99

0.40

5

6

6

0

100.00

482

553

0.54

0

0

100

0:00

0:00

No

2

2

100.00

24:20

12:10

0

Company Name: **Reporting Unit Type:**

Reporting Unit Name:

0

0

0

0

Sep

3.13

1.04

5

5

0

498

582

0.34

1

100

:02

:02

No

1

:02

:02

0

0

0.38

0.13

5

5

0

498

584

0.17

100

23:25

23:25

23:25

23:25

No

BSLK Date filed Date filed Date filed (05/15/16) (08/15/16) (12/16/16)Measurement (Compile monthly, file guarterly) 1st Quarter 2nd Quarter **3rd Quarter** Jan Feb Mar Apr May Jun Jul Aug Total # of business davs 13.47 3.77 1.95 3.85 3.11 6.50 0.00 Installation Interval Total # of service orders 19 4 3 7 Min. standard = 5 bus. davs 0.71 0.94 1.925 1.04 0.00 Avg. # of business days 1.95 0.93 19 5 Total # of installation commitments Λ 4 10 2 Installation Commitment 10 Total # of installation commitment met 19 5 3 4 2 Δ Min. standard = 95% commitment Total # of installation commitment missed 0 0 0 0 0 0 0 met % of commitment met 100 100 100 100 Acct # for voice or bundle, res+bus Customers Customer Trouble Report Total # of working lines 6% (6 per 100 working lines fo Total # of trouble reports units w/ 3,000 lines) Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines fo Total # of trouble reports units w/ 1.001 - 2.999 lines) % of trouble reports Min. 595 586 582 584 583 585 584 Total # of working lines 10% (10 per 100 working lines Total # of trouble reports 6 0 8 9 for units w/ 1,000 lines) 0.17 % of trouble reports 1.01 0.00 0.86 1.37 1.54 0.86 Total # of outage report tickets 0 0 2 0 0 0 0 Total # of repair tickets restored in < 24hrs 2 0 0 0 0 0 0 Adjusted 100 100 % of repair tickets restored 24 Hours 100 100 100 100 100 Out of Service Report Sum of the duration of all outages (hh:mm) 8:09 0:00 0:00 00:00 00:00 00:00 0:00 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 4:04 0:00 0:00 00:00 00:00 00:00 0:00 Indicate if catastrophic event is in month

Sierra Telephone

Number of customers who received refunds 0 Monthly amount of refunds 0 Answer Time (Trouble Reports "TR", Billing & Total # of calls for TR, Billing & Non-Billing Non-Billing) Min. standard = 80% of calls 60 Total # of call seconds to reach live agent seconds to reach live agent (w/ a menu option % 60 seconds to reach live agent)

Total # of unadjusted outage report tickets

Sum of the duration of all outages (hh:mm)

Avg. unadjusted outage duration (hh:mm)

% of repair tickets restored 24 Hours

Total # of all repair tickets restored in < 24hrs

Primary Utility Contact Information

0

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcq.net

Date Adopted: 7/28/09

Unadjusted

Refunds

Out of Service Report

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)



Total |] Exchange 🗹 Wire Center

Sierra Telephone

U#: 1016-C

Report Year:

2016

Company Name: Reporting Unit Type:

Reporting Unit Name:

ММРА

Measurement (Compile monthly, file quarterly)				Date filed (05/15/16) 1st Quarter		Date filed (08/15/16) 2nd Quarter				Date filed (12/16/16) Brd Quarter		Date filed (02/15/17) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Total # of business days Min. standard = 5 bus. days Total # of service orders Avg. # of business days Avg. # of business days		Total # of business days	26.31	16.35	10.37	22.96	24.55	5.04	7.95	3.77	6.92	6.65	10.92	5.76
		Total # of service orders	31	16	9	15	21	5	15	10	12	25	21	13
		Avg. # of business days	0.85	1.02	1.15	1.53	1.17	1.01	0.53	0.38	0.58	0.27	0.52	0.44
Total # of installation commitments		Total # of installation commitments	52	33	30	42	36	20	31	28	30	47	38	31
	Ilation Commitment standard = 95% commitment	Total # of installation commitment met	52	33	30	41	35	20	31	28	30	47	38	31
met		Total # of installation commitment missed	0	0	0	1	1	0	0	0	0	0	0	C
mer		% of commitment met	100	100	100	97.62	97.22	100	100	100	100	100	100	100
Cust	omers	Acct # for voice or bundle, res+bus								2118	2107	2097	2093	2099
Cust	omer Trouble Report							i						
	6% (6 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												
ard	units w/ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2899	2880	2839	2838	2828	2814	2772	2704	2695	2723	2786	2781
tar		Total # of trouble reports	26	18	21	27	21	13	22	24	17	35.00	22.00	22.00
		% of trouble reports	0.90	0.63	0.74	0.95	0.74	0.46	0.79	0.89	0.63	1.29	0.79	0.79
Min	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
-		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	8	5	2	6	4	2	3	13	1	9	7	3
A	ata d	Total # of repair tickets restored in < 24hrs	8	5	2	6	4	2	3	13	1	9	7	3
Adju	of Service Report	% of repair tickets restored 24 Hours	100	100	100	100	100	100	100	100	100	100	100	100
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	80:42	39:32	22:29	19:38	9:31	21:06	27:36	129:19	6:16	54:48	87:14	29:18
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	10:05	7:54	11:14	3:16	2:22	10:33	9:12	9:56	6:16	6:05	12:27	9:46
		Indicate if catastrophic event is in month								No	No	No	No	No
		Total # of unadjusted outage report tickets								20	5	27	14	10
Unad	ljusted	Total # of all repair tickets restored in < 24hrs								18	4	25	11	ç
Out o	of Service Report	% of repair tickets restored 24 Hours								90	80.00	92.59	78.57	90.00
	-	Sum of the duration of all outages (hh:mm)								232:33	61:31	222:59	218:15	103:34
		Avg. unadjusted outage duration (hh:mm)								11:37	12:18	8:15	15:35	10:21
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	C
		Total # of calls for TR, Billing & Non-Billing												
	illing) Min. standard = 80% of calls 60	Total # of call seconds to reach live agent												
seconds to reach live agent (w/ a menu option to reach live agent)		% 60 seconds												

Primary Utility Contact Information

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name: Sierra Telephone 11#• 1016-C Report Year: 2016 **Reporting Unit Type: Reporting Unit Name:** MRPS Date filed Date filed Date filed Date filed (05/15/16) (08/15/16) (12/16/16) (02/15/17)Measurement (Compile monthly, file quarterly) 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Total # of business davs 62.04 14.59 14.04 20.24 29.73 21.88 8.01 12.32 4.58 13.67 17.59 14.81 Installation Interval Total # of service orders 61 21 14 15 27 20 20 24 22 19 22 Min. standard = 5 bus. davs 1.00 0.72 Avg. # of business days 1.02 0.69 1.35 1.10 1.09 0.4 0.51 0.21 0.80 1.06 90 39 41 37 55 54 42 60 49 38 45 Total # of installation commitments Installation Commitment 90 39 41 37 42 60 35 45 Total # of installation commitment met 54 53 49 Min. standard = 95% commitment Total # of installation commitment missed 0 0 0 0 0 3 0 0 1 1 0 % of commitment met 100 100 100 100 98.18 98.15 100 100 92.11 100 100 Acct # for voice or bundle, res+bus 3526 3520 3523 3521 3513 Customers Customer Trouble Report Total # of working lines 3781 3761 3780 3772 3764 3742 3779 3773 3674 3614 3582 3488 6% (6 per 100 working lines fo Total # of trouble reports 41 47 29 69 39 46 29 25 44 35 37 units w/ 3,000 lines) 1.08 0.98 1.24 0.77 1.83 1.04 1.22 0.77 0.68 1.22 0.98 1.09 % of trouble reports Total # of working lines 3526 3520 3523 3521 3513 8% (8 per 100 working lines fo Total # of trouble reports units w/ 1.001 - 2.999 lines) % of trouble reports Total # of working lines 10% (10 per 100 working lines Total # of trouble reports for units w/ 1,000 lines) % of trouble reports Total # of outage report tickets 14 2 7 2 14 5 11 8 Total # of repair tickets restored in < 24hrs 14 2 6 6 2 13 5 11 Adjusted 100 % of repair tickets restored 24 Hours 100 100 100 85.71 100 92.86 100 100 100 100 100 Out of Service Report

Indicate if catastrophic event is in month 29 16 15 Total # of unadjusted outage report tickets 11 8 26 Unadjusted Total # of all repair tickets restored in < 24hrs 9 8 14 13 Out of Service Report % of repair tickets restored 24 Hours 81.82 100.00 89.66 87.50 86.67 85:44 Sum of the duration of all outages (hh:mm) 31:48 241:40 157:23 155:51 7:47 3:58 Avg. unadjusted outage duration (hh:mm) 8:20 9:50 10:23 Number of customers who received refunds 0 0 0 0 0 0 0 0 0 0 Refunds Monthly amount of refunds 0 0 0 Λ 0 0 0 0 0 0 Answer Time (Trouble Reports "TR", Billing & Total # of calls for TR, Billing & Non-Billing Non-Billing) Min. standard = 80% of calls 60 Total # of call seconds to reach live agent seconds to reach live agent (w/ a menu option % 60 seconds to reach live agent)

4:29

2:14

68:42

4:54

Primary Utility Contact Information

22:10

3:41

77:56

11:08

68:07

9:43

6:4

3:2

101:36

7:15

20:59

4:11

No

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcq.net

2:58

2:58

No

54:40

4:58

No

33:54

4:14

No

14

39

39

0

38

5

5

18:44

3:44

No

C

Date Adopted: 7/28/09

Min. standard = 90% within 24 hrs

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Sum of the duration of all outages (hh:mm)

Avg. outage duration (hh:mm)



met

Standard

Min.